

Sep 05, 2025, Newsletter



Welcome to
wholesale.lcbo.com!

Ordering inventory for your business just got easier.

Important

Retail Pricing

According to the LCO Agreement, the retail price of the beverage alcohol must be in accordance with LCBO retail price. Both Bin Tag and POS system price must be updated prior to price changes, visit Lexmark and [Wholesale Pricing | LCBO Convenience Outlets Agency Operators | Doing Business with LCBO](#) for more information.

Ordering

Please make sure there are enough funds in your bank account when placing your order to prevent any NSF (non-sufficient funds) issues. The transaction takes two-five full business days to process, so the funds must stay in your account for the entire duration.

If you placed an order but haven't received an invoice or order confirmation, please reach out to your Client Service Coordinator or contact lco@lcbo.com to confirm that your order was successfully submitted.

LCO Seasonal Stores

Please notify Convenience Outlets convenienceoutlets@lcbo.com no less than three weeks in advance of the LCO seasonal closure date.

Quality Assurance Alerts: PPE Required

As a precautionary measure during **Quality Assurance (QA) Alerts**, all LCO employees must wear **personal protective equipment (PPE)** when handling affected products.

Required PPE includes (but is not limited to):

- Gloves
- Goggles or other eye & face protection
- Aprons

Your safety is our priority—thank you for following these protocols to ensure a safe and compliant workplace.

Holiday - Thanksgiving Day

Now is the time to start building your stock to ensure you're ready for the Thanksgiving Day Holiday. An email outlining the holiday ordering schedule will be sent from lco@lcbo.com.

Sale of Business Freeze – December 2025

LCBO Convenience Outlets will not process sales of business in the month of December 2025. If you are considering a Sale of Business at your LCO, please coordinate accordingly and provide your target closing date to ConvenienceOutlets@lcbo.com.

Best Practices

Bin Tags – Lexmark In-Store Publisher

Review Lexmark for the latest batch of Bin Tag price changes at a minimum frequency of once per week. Remember to add newly ordered products to your 'Store Inventory' price batch to ensure they are captured on future pricing updates. (Batches – Store Inventory – Add Signs – Using Master Brand List).

Damaged Product upon delivery

Damaged products received upon delivery should not be returned with the driver. Each operator is required to retain the damaged product, take clear photos showing the damage, and submit a claim through [the online claims application](#) within 48 hours of receipt. Please ensure that the last page of the order invoice is included with all claims and review your submission for comments from LCBO.

For more information, visit the [Doing Business with LCBO web page – Claims & Returns](#).

Seasonal LCO Store Locations

All seasonal LCO locations should begin reducing inventory levels and placing smaller orders as the closure date approaches.

Required

Ontario Deposit Return Program (ODRP)

The collection of empty containers and the remittance of container deposits is a mandatory condition of the LCBO Convenience Outlets agreement contract. Containers and any associated secondary packaging must be accepted during all hours of LCO operation OR three days a week, one of these days being Saturday, during all hours of LCO operation. Where empties collection is limited to three days a week, prominent signage must be affixed at your LCO that is visible to customers. For more information on the Ontario Deposits and Returns Program, visit this website: [Manuals and Forms - The Beer Store](#) Contact **TBS** Contact Center customerservice@thebeerstore.ca or call 1-888-948-2337 for more information.

Challenge & Refusal

Please remember it’s important to continue to follow the standard practice of Challenge & Refusal. All Challenge & Refusal submission must be documented in the Challenge and Refusal App every period.

Please follow the link to set up multi-factor authentication and access Challenge & Refusal App. This tool can be used to reset your login password for the Challenge and Refusal App: [Setting up Authentication options and using Self-Serve Password Reset \(SSPR\) for WHOLESALE users](#)
Without the Self- Serve Password tool, you must contact LCBO IT Service Desk 416-864-2550 to have your Challenge & Refusal App password reset.

Code of Business Conduct

Please note it is the responsibility of LCO Operators and their staff to comply with all applicable laws on corruption, bribery and prohibited business practices and they will not make, offer, receive or approve of any bribe, kickback or other type of improper payment. Evidence of behaviour to contrary will impact the status of your LCO agreement.

Did You Know?

LCBO Paper Bags

To place an order for LCBO paper bags, please email to lco@lcbo.com

Contact information for LCBO LCO

For all inquiries, please reach out to lco@lcbo.com and your Client Service Coordinator.

Audits

1. Accessibility

- Aisles in all areas where the customer has access are the minimum width of 3 feet to allow for safe customer navigation and AODA compliance.
- Block piling in retail areas complies with health and safety standards (does not exceed 6ft tall).

2. Employee Training Form LCB2404

- Keeping a current employee list readily available is important. Ensure that the list is signed and dated by a member from convenience outlets. Do not edit your form, if you need to add or remove an employee or if your form is not signed, please email ConvenienceOutlets@lcbo.com.

3. Responsible Service Program Signage

- The Responsible Service Program signage must be posted – 8.5x11 poster and 5 – 4x6 cards. Complete this form [LCO Signage Reques Form.pdf](#) and email ConvenienceOutlets@lcbo.com if you are missing signage.



Key Dates & Resources

Thanksgiving Day – October 13th, 2025

Period 6 reporting deadline – September 13th, 2025 – Enter your Challenge & Refusals

[Fiscal Calendar](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)